

Work experience

Nsure.com

CX Team Lead (UX/Product Design) | 01.2026 – Present

- Managed sprint planning and design intake (Agile & Kanban mix), improving delivery predictability.
- Established design critique process for a team of 5 designers, improving design consistency across product features.
- Aligned team's priorities with business objectives and tech constraints.
- Contributed new improvements to the product roadmap (based on user insights and insurance market research).
- Continuously lead meetings and communication with stakeholders.
- Support team members' development & mentor junior designers.

UX Designer/Researcher | 02.2025 – 12.2025

- Led end-to-end UX design across multiple B2C, B2B and B2E initiatives, including customer acquisition, policy management, internal tools and new product features.
- Conducted research, created user journeys, information architecture, wireframes and high-fidelity prototypes.
- Led presentations for stakeholders and facilitated online workshops.
- Collaborated with analysts and engineers to adapt UX solutions.
- Analysed hundreds of user recordings to identify friction points across key user journeys, reducing drop-off rates at the beginning of the sales funnel.

Junior UX/UI Designer | 01.2024 – 01.2025

National STEM Honor Society

UX/UI Design Volunteer | 01.2025 – Present

- Currently finalizing student and educator accounts redesign aimed at reducing friction and improving retention within the program.
- Collaborated with four designers on the main website's redesign to improve users' understanding of the value proposition (based on user testing).

Tree Below Zero

Freelance Designer | 01.2023 – Present

- Currently designing a website as a part of company's market expansion strategy.
 - Created a label design for a new beverage line.
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Savills (*real estate*)

Graphic Designer Jr | 11.2022 – 03.2025

- Designed presentations and marketing materials in collaboration with real estate specialist.

J. P. Morgan Chase & Co. (*banking*)

Presentation Specialist | 12.2021 – 08.2022

- Created and improved data-heavy presentation decks and templates.
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Education

AGH University of Science and Technology, Cracow

Master's Degree in Cultural Studies: Visual Communication and Graphic Design

Jagiellonian University, Cracow

Bachelor's Degree in Comparative Literature

Skills

Languages: English – C1, Polish – Native, Spanish – A2.

Tools: Figma, FigJam, Framer, Lovable, Claude, ChatGPT, Adobe Creative Suite, Microsoft Suite.

Skills: UX/UI design, user research, user testing, wireframing, prototyping, design systems, no-code builders, graphic design.
